



IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE

Art Unit: 2742
Examiner: A. Hoosain

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AUG 19 1999

GROUP 2700

In Re: Igor Neyman et al.
Case: P3251
Serial No.: 08/928,861
Filed: 09/12/97
Subject: Improved Call Center Apparatus and Functionality
in Telephony

To the Commissioner of Patent and Trademarks
Washington, D.C. 20231

Dear Sir:

Amendment C

In the claims:

All of the claims presented for Examination are reproduced below. Those claims being herein amended are marked (Amended). Those claims which are unchanged are marked (Unchanged).

2. (Amended) A method for routing Internet Protocol Network Telephony (IPNT) calls at customer premises having a managing processor and a computer [workstations] workstation [including video display units (VDUs) connected on a local area network (LAN) also] coupled to the managing

K. Ward
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